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To: All Programs, Providers, Trading Partners, and MCOs

Re: Frequently Asked Questions from Providers About National Provider Identifiers

ForwardHealth has received questions from providers regarding the National Provider Identifier (NPI). The following details current inquiries and the appropriate responses.

When should I start indicating my National Provider Identifier?

Health care providers are required to indicate their National Provider Identifier (NPI) and NPI-related data now for *all* electronic and paper business processes (i.e., claims, prior authorizations [PA]) with ForwardHealth. National Provider Identifiers replace health care providers' Medicaid, Wisconsin Well Woman Program (WWWP), and Wisconsin Chronic Disease Program (WCDP) provider numbers.

The only exceptions to the NPI requirement are personal care only providers, specialized medical vehicle providers, blood banks, and Community Care Organizations. Analysis of federal law has identified these provider types as providers of *non-healthcare* services, which makes them exempt from the NPI requirement.

Health care providers are required to report their NPI to ForwardHealth by completing the National Provider Identifier Collection form, F-13505 (10/08) at www.forwardhealth.wi.gov/. Without reporting their NPI(s) for each of their previous provider numbers, there is no means within the system to identify the provider and access provider file information. If the system cannot find a match to NPI, claim denials will result.

Why are other data required with my NPI?

Additional data are required with NPI in order for ForwardHealth to determine the correct provider file to reference when processing all paper and electronic transactions. Omission of the additional data may result in claim denials or incorrect payments. The following data must be indicated when a health care provider uses his or her NPI:

- Taxonomy code designated by ForwardHealth.
- ZIP+4 code (complete, nine digits) of physical address on file with ForwardHealth.

Why is the taxonomy code that's required by ForwardHealth different than the one I selected with NPPES?

ForwardHealth requires the taxonomy code that relates to the provider type and specialty of the provider's certification(s). The taxonomy code only serves as additional data to correctly match NPI and does not change provider certification or affect reimbursement terms. The taxonomy code only serves as additional data to correctly match your NPI to the correct provider file because not all national taxonomy codes are recognized by ForwardHealth. For example,

some taxonomy codes may correspond to provider types not certifiable with ForwardHealth, or they may represent services not covered by ForwardHealth.

What are the different types of NPIs?

There are two kinds of NPIs — Entity Type 1 NPIs are for *individuals* who provide health care, such as a physicians, dentists, and chiropractors. Entity Type 2 NPIs are for *organizations* that provide health care such as hospitals, group practices, pharmacies, and home health agencies.

Refer to the Centers for Medicare and Medicaid Services Web site at www.cms.hhs.gov/ for more Type 1 and Type 2 NPI information to ensure that the appropriate NPI was obtained for your certification type.

What about providers who qualify for both Type 1 and Type 2 NPIs?

Provider should ensure that they have obtained an appropriate NPI to correspond to their certification. It is possible for a provider to qualify for both Entity Type 1 and Entity Type 2 NPIs. For example, an individual physical therapist may also be the owner of a therapy group that is a corporation. In this case, the provider would have two certifications — one certification as an individual physical therapist and the other certification as the physical therapy group. A Type 1 NPI for the individual certification and a Type 2 NPI for the group certification are required.

Providers who qualify for both Type 1 and Type 2 NPIs, but only one NPI, are required to obtain additional certifications.

How can I find out if I have an appropriate NPI type?

Providers should ensure that they have obtained an appropriate NPI to correspond to their certification. If you are unsure of your NPI type, NPIs and classifications may be viewed on the National Plan and Provider Enumeration System (NPPES) Web site <https://nppes.cms.hhs.gov/NPPES/Welcome.do>.

May I still indicate Drug Enforcement Agency Numbers?

Effective immediately, Drug Enforcement Agency numbers are no longer accepted on any paper and electronic claims and PAs. Drug Enforcement Agency numbers have been replaced by NPIs. The billing provider is required to indicate the prescriber's NPI or the pharmacy's NPI on claims and PAs for successful processing.

What provider identifier should be indicated on National Council for Prescription Drug Programs Version 5.1 transactions?

ForwardHealth accepts an NPI and related-data only for the prescriber ID on National Council for Prescription Drug Programs Version 5.1 (NCPDP 5.1) transactions.

What provider identifier should be entered for STAT-PAs?

Effective immediately, NPI and related-data are required for Specialized Transmission Approval Technology-Prior Authorizations (STAT-PAs). If a provider enters a STAT-PA without an NPI, the PA will be returned.

What provider identifier should be indicated on the paper Compound Drug Claim and Noncompound Drug Claim forms?

Effective immediately, the paper Compound Drug Claim form, HCF 13073 (06/03), and Noncompound Drug Claim form, HCF 13072 (06/03), accepts an NPI and related data only. If a paper claim is submitted without an NPI, the claim will be denied.

Where can I find information on my claim denials?

Effective with the implementation of ForwardHealth interChange, claim denials, including Medicare crossover claims, that cannot be uniquely matched to a single provider certification on file using the NPI and related data indicated on the claims will start reporting on the Remittance Advice for one of the provider's active certifications associated with the NPI. See Alert 0007 for more information.

Please call Provider Services at (800) 947-9627 if you have any questions.